Children's Mental Health Waiver

Provider Procedure for: Complaint Reporting and Processing

Implementation Date: 7/1/06

Revision Date: 9/1/07

Overview

Waiver participants, families, guardians, providers, and other interested parties can file complaints with the Waiver Program. Complaint types are specific to youth receiving waiver services, waiver providers, and waiver components or processes. Complaints can be received by any waiver service provider or the Waiver Program staff. Complaints can be taken over the telephone, in person, or in writing.

Complaints received that involve a youth whose health and safety is in direct jeopardy should be immediately reported to the local Department of Family Services (DFS) office and/or local law enforcement agency, and then the Waiver Program.

Waiver Provider Roles and Responsibilities

ALL Waiver Service Providers will:

- Respond to requests to file/report a complaint from waiver participant, family, guardian, provider, or other interested party.
 - Complete Complaint Reporting form (WM-5)
 - Ask questions of the complainant to complete applicable sections on the first two pages of the complaint form.
 - Complete information in the applicable "complaint" section Youth Receiving Waiver Services, Waiver Service Providers, and/or Waiver Component/Process.
 - In the case where a provider is filing a complaint against another provider, request the complaining provider submit a written statement detailing the steps that he/she has taken to resolve the complaint with the provider to accompany the complaint reporting form.
 - Ask follow-up questions to obtain adequate detail to describe the specific complaint.
 - If you have personally known information relating to the complaint being reported, document this
 information under the Complaint Investigation section of the Complaint Reporting form (page 3).
 - Be specific in the information provided.
 - Identify any other contacts that may have additional information if known to you.
- Submit the completed Complaint Reporting form (WM-5) to the Waiver Program via fax at (307)777-5580 the day the complaint is received.
- Complaints received that involve a youth whose health and safety are in <u>immediate jeopardy</u> should be immediately reported to the local Department of Family Services (DFS) office and/or local law enforcement agency and then the Waiver Program.
- Notify the Waiver Program if contacted by any outside agencies investigating the complaint.
- Provide additional information regarding a specific complaint at the request of the Waiver program.
 - o Respond as soon as possible and make yourself available to ensure timely complaint resolution.
- Exercise your right as a waiver service provider to file a complaint with the Waiver Program.
 - o Complete and submit the Complaint Reporting form (WM-5) as outlined in this procedure.